

**1998 Marlboro Van Program
Auto Driveaway Questionnaire**

Date: _____

Market: _____ Number of Vans scheduled to receive: _____

Manager: _____ Total number of vans received: _____

Advance Contact

Did the Driver call to give you 24 hours notice before he/she arrived?

Yes _____ No _____ Comments: _____

Did the Driver call to give you 2 hours notice before arriving?

Yes _____ No _____ Comments: _____

Did he/she arrive at the scheduled time?

Yes _____ No _____ Comments: _____

The Driver

Was the Driver pleasant and cooperative?

Yes _____ No _____ Comments: _____

Was the Driver informed about the details of the delivery? (I.e. weight of stock on vans...)

Yes _____ No _____ Comments: _____

Overall Rating

Overall satisfaction with the delivery of your vans:

1	2	3	4	5	6	7	8	9	10
Poor									Outstanding

Comments

What suggestions can you give that would make this process easier in the future?

Please comment on the back if more space is needed.

2070826327